

GIPSA Customer Survey

Thank you for your input

The true quality and value of any service is best measured by the customer. The official grain inspection and weighing system has long relied on customer input to better understand their needs and the system's performance. The official system is a unique public/private partnership comprised of the Grain Inspection, Packers and Stockyards Administration's Federal Grain Inspection Service (FGIS) and the private and State agencies which FGIS oversees. The system provides impartial inspection and weighing services on grain, oilseeds, and related products. In FY 2000 alone, the official system provided over 1.9 million inspections on over 238 million metric tons of America's grain.

From August through October 2000, FGIS surveyed customers of the official inspection and weighing system. Customers were defined as those who had repeatedly used the official system's services over the past year. Of the 2,281 customers who received the survey, 1,137 completed the mail-out survey, for a response rate of 49.8%.

FGIS followed a three-step process to administer the survey: (1) surveys were mailed to 2,281 customers in August 2000; (2) reminder postcards were sent from the GIPSA administrator to all 2,281 customers approximately 2 weeks after the initial mailing; and (3) another copy of the survey and second reminder from the administrator were sent to those who had not yet responded approximately 6 weeks after the initial mailing.



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We asked our customers to tell us whether they agreed or disagreed with nine statements addressing various aspects of the services we provide to them. The following table presents the combined percentages of respondents who agreed and strongly agreed with those statements.

<i>Question</i>	<u><i>Service Provider</i></u>			
	<i>Private Official Agencies</i>	<i>State Official Agencies</i>	<i>FGIS Office</i>	<i>All</i>
1. I receive results in a timely manner.	91.0	88.3	93.5	90.8
2. I receive official certificates in a timely manner.	88.7	85.4	89.6	88.1
3. Official results are accurate.	80.9	82.5	77.1	80.7
4. Official results are consistent.	79.8	78.8	76.5	79.2
5. The service is of good value for the cost.	63.0	65.0	67.3	64.0
6. The services provided meet my needs.	86.4	84.6	88.2	86.3
7. Inspection personnel are courteous.	86.3	87.9	94.1	87.7
8. Inspection personnel are knowledgeable.	86.1	85.8	91.5	86.8
9. Overall, the quality of official service I receive is satisfactory.	88.7	87.9	88.2	88.5
NUMBER OF SURVEYS	744	240	153	1137
PERCENT RESPONSE	51.3	47.5	47.1	49.8

These data provide an overview of our customers' perceptions, needs, and expectations. We commit to analyzing the survey results, in addition to Quality Assurance/Quality Control data, responses in personal interviews, and other available information, to identify ways to improve our programs and services both at the local and national levels.

